

Associate Governmental Program Analyst



OPEN – SERVICEWIDE CONTINUOUS TESTING



JY35-5393-9PB04

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION TYPE

This is an open examination. Career credits will not be granted.

WHO MAY APPLY

Applicants who meet the minimum qualifications as stated on this bulletin may apply and take this Qualifications Assessment examination. Once you have taken the Qualifications Assessment, you may not retake it for 6 months.

HOW TO APPLY

The application and examination process for the Associate Governmental Program Analyst classification is available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, as well as provide their contact information. An immediate minimum qualifications determination will be made by the on-line system. If an applicant meets the minimum qualifications, he/she will be allowed to proceed to take the on-line examination. **Applicants will be required to verify that they meet the minimum qualifications as stated on their application prior to receiving an offer of employment or if requested to do so by the State Personnel Board.**

If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information about where the nearest Internet terminal is located and the policies related to usage. **DO NOT** contact the State Personnel Board or the Human Resources Modernization Project for this information. The State Personnel Board and Human Resources Modernization Project do not maintain an up-to-date list of library locations. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, California, 95814, has Internet terminals that are available for public use between 8:30 a.m. and 4:30 p.m., at no cost. For more information, contact the Service Center at (916) 653-1705. If you are not familiar with the Internet, you may have a friend or family member assist you.

You may preview the examination on the Internet by connecting to:

https://exams.spb.ca.gov/exams/agpa/pdf/exam_questions.pdf

You may apply and take the examination on the Internet by connecting to:

http://www.spb.ca.gov/employment/exam_start.htm

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**COMPENSATION
PACKAGE:
SALARY RANGE
AND
BENEFITS****\$4,400 – 5,348 per month**

- ✓ Employer/employee paid health and dental insurance
 - ✓ Employer paid vision insurance
 - ✓ Paid Vacation/Sick/Annual Leave Benefits
 - ✓ 14 paid holidays
 - ✓ Employer paid disability insurance
 - ✓ Defined Benefit Retirement Program (upon vesting)
 - ✓ Employee paid deferred compensation program (401K and 457)
 - ✓ Flexible work schedules and work hours
 - ✓ Pre-tax reimbursement for medical care, child care and parking programs
 - ✓ Employee Assistance Program
 - ✓ Career development/professional advancement
-

**MINIMUM
QUALIFICATIONS**

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other patterns to meet the total experience requirements, provided that the combined qualifying experience totals at least 30 months. Education may not be used to reduce this 30-month limit.

Either I

One year of experience performing the duties of a Staff Services Analyst, Range C.

Or II

Experience: Three years of professional analytical experience performing duties in one or a combination of the following or closely related areas: budgeting, management analysis, personnel, planning, program evaluation, or policy analysis. (State experience applied toward this pattern must include at least one year in a class at a level of responsibility equivalent to that of a Staff Services Analyst, Range C.)

and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.) (One year of graduate work in public or business administration, industrial relations, psychology, law, political science, or a related field may be substituted for six months of the required experience.)

Promotional candidates who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but they must fully meet the experience requirement before being eligible for appointment.

**POSITION
DESCRIPTION**

An Associate Governmental Program Analyst performs the more responsible, varied, and complex technical analytical staff services assignments such as program evaluation and planning; policy analysis and formulation; systems development; budgeting, planning, management, and personnel analysis; and continually provide consultative services to management or others. This is the full journey level analyst class. Incumbents are typically subject-matter generalists who have demonstrated possession of intellectual abilities, the management tools, and the personal qualifications to succeed in a variety of general staff services settings.

Vacancies are anticipated at various departments throughout state service.

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**EXAMINATION
INFORMATION****QUALIFICATIONS ASSESSMENT – Weighted 100.00%**

The examination will consist of a Qualifications Assessment and is the sole component of the Associate Governmental Program Analyst examination. To obtain a position on the eligible list, a minimum score of 70% must be received. Competitors will receive his/her score immediately upon completion of the Qualifications Assessment.

QUALIFICATIONS ASSESSMENT SCOPE:**A. Knowledge of:**

1. Proper spelling, grammar, punctuation, and sentence structure.
2. Data collection techniques.

B. Ability to:

1. Communicate information clearly and concisely to audiences with varying levels of understanding.
2. Evaluate written materials.
3. Develop procedures and processes related to programs.
4. Review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
5. Conduct research of various written and electronic materials.
6. Conduct research from various verbal/oral sources.
7. Perform arithmetic computations.
8. Present numerical data in a clear and logical format.
9. Exercise sound judgment when making decisions.
10. Extract specific, relevant data and information from a larger body of material.
11. Read and comprehend various technical documents such as policies, procedures, standards, regulations, technical reports, and contracts.
12. Read and interpret charts and graphs.
13. Reconcile discrepancies in data and information.
14. Identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
15. Apply information through research and/or training to current assignments or projects.
16. Analyze and evaluate the impact and effectiveness of programs, policies, and/or procedures.
17. Identify information, data, materials, and resources needed to complete a project or assignment.
18. Introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.
19. Work on multiple tasks or parts of tasks simultaneously to ensure timely completion.
20. Work independently on projects or assignments.
21. Use a personal computer to input data, access information, and/or create materials or documents using a variety of software applications.
22. Use electronic mail software to communicate with diverse audiences.
23. Use database software to input, organize, track, and retrieve data.
24. Use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts.

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**EXAMINATION
INFORMATION
(CONTINUED)****B. Ability to: (Continued)**

25. Use the internet to conduct on-line research and obtain information to complete program or project activities, etc.
26. Use word processing software to prepare reports and correspondence.
27. Use and operate basic office equipment.
28. Establish and maintain cooperative working relationships with management, staff, and internal/external stakeholders.
29. Persuade or influence others through the verbal explanation of issues and data.
30. Negotiate and compromise.
31. Use tact and diplomacy.
32. Be flexible in adapting to changes in priorities and assignments.
33. Maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments.
34. Provide one-on-one training to facilitate the transfer of specific knowledge and/or skills.
35. Interpret data obtained through formal data gathering techniques, such as surveys, questionnaires, and interviews.
36. Develop detailed and specific procedures and processes outlining the steps to follow in completing departmental, program, and/or project tasks.
37. Prioritize and schedule the work to be completed by a work team or project task force.
38. Establish project schedules and milestones to complete projects and assignments within desired timelines.
39. Facilitate meetings and discussions in a manner that ensures that the meeting and discussion stays focused on the intended topic and encourages active participation by all attendees.
40. Function as a liaison on behalf of assigned program or project to interact with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues/problems raised.

**ELIGIBLE LIST
INFORMATION**

An open merged eligible list will be established by the State Personnel Board for use by other state departments. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Qualifications Assessment to reestablish eligibility. Competitors may obtain their results by connecting to the Internet at the following address:
https://exams.spb.ca.gov/exams/exam_start.cfm

Once you have taken the Qualifications Assessment, you may not retake it for 6 months.

Career credits and Veterans Preference Points will not be granted in this examination.

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QUESTIONS?

If you have any questions concerning this examination bulletin, please contact:

State Personnel Board
801 Capitol Mall
Sacramento, CA 95814

(916) 653-1502, TTY (916) 654-6336
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

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GENERAL INFORMATION

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job related rating and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional reemployment, 2) departmental reemployment, 3) general reemployment, 4) sub-divisional promotional, 5) departmental promotional, 6) multi-departmental promotional, 7) service-wide promotional, 8) departmental open eligible list, and 9) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by Veterans' Preference Points) regardless of the date of the test, and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For additional information, you may refer to the Associate Governmental Program Analyst classification specification at <http://www.dpa.ca.gov/textdocs/specs/s5/s5393.txt>.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

Veterans' Preference: California law limits the granting of Veterans' Preference Points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: five points for veterans; and 10 points for disabled veterans. Directions for applying for Veterans' Preference Points are on the Veterans' Preference Application which is available on the State Personnel Board website: www.spb.ca.gov.

CALIFORNIA STATE PERSONNEL BOARD
801 CAPITOL MALL
SACRAMENTO, CA 95814
(916) 653-1502 TTY (916) 654-6336

SPEC: ASSOCIATE GOVERNMENTAL PROGRAM ANALYST
CALIFORNIA STATE PERSONNEL BOARD

SPECIFICATION

Schematic Code: JY35
Class Code: 5393
Established: 10/1/69
Revised: 9/5/06
Title Changed: --

ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

DEFINITION

Under direction, incumbents perform the more responsible, varied, and complex technical analytical staff services assignments such as program evaluation and planning; policy analysis and formulation; systems development; budgeting, planning, management, and personnel analysis; and continually provide consultative services to management or others. This is the full journey level analyst class. Incumbents are typically subject-matter generalists who have demonstrated possession of intellectual abilities, the management tools, and the personal qualifications to succeed in a variety of general staff services settings.

TYPICAL TASKS

Incumbents are assigned to work on a broad range of governmental and managerial problems that may be interdisciplinary in nature. Incumbents may be assigned to work as field representatives in complex and controversial intergovernmental negotiations. Incumbents conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation and advise management on the impact or potential impact; may act as team leaders or coordinate the efforts of representatives of various governmental agencies on larger projects; represent the State or a given department as assigned; and perform other related duties.

MINIMUM QUALIFICATIONS

State experience applied toward the "General Experience" pattern must include at least one year in a class at a level of responsibility equivalent to that of the promotional class.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other patterns to meet the total experience requirements, provided that the combined qualifying experience totals at least 30 months. Education may not be used to reduce this 30-month limit. Education: The following education is required when general experience is used to qualify at any level: equivalent to graduation from college. (Additional qualifying experience may be substituted

for the required education on a year-for-year basis.)

and

Either I

Experience: One year of experience performing the duties of a Staff Services Analyst, Range C. or

Or II

Experience: Three years of professional analytical experience performing duties in one or a combination of the following or closely related areas: budgeting, management analysis, personnel, planning, program evaluation, or policy analysis.

Promotional candidates who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but they must fully meet the experience requirement before being eligible for appointment.

(One year of graduate work in public or business administration, industrial relations, psychology, law, political science, or a related field may be substituted for six months of the required nonsupervisory experience.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective conference leadership.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees.

SPECIAL PERSONAL REQUIREMENTS

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

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GENERAL CALIFORNIA STATE CIVIL SERVICE EXAM INFORMATION

The State of California is an equal employment opportunity employer. The State of California will not discriminate against a prospective employee (or current employee) an opportunity to compete in an open (or promotional) examination or cause a prospective employee to be subject to harassment because of race, color, ancestry, sex, national origin, marital status, age, disability, sexual orientation, or political affiliation.

It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules Governing civil service, and the special trust placed in public servants.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a status consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

If you meet the requirements on the examination bulletin, you may take this competitive examination. Possession of the entrance requirements does not assure a place on the eligible list. Your performance on the required examination will be compared with the performance of the others who take the test.

Successful candidates may be called by the Department for a hiring interview. These interviews are normally conducted at the location of employment in California. The State of California does not reimburse applicants for any expenses incurred in taking a State examination or participating in a hiring interview.

Internet Exam Process Information

In an effort to make the most efficient use of our applicants' time, we have designed our Internet process to use the State Application.

Since the State Personnel Board has an application form that can be completed on the Internet SPB's computer, and printed when needed, we have decided to use the SPB Application Form the Internet exam process and eliminate some work for the applicant.

Applicants should be aware that when using the State Application Form there are limitations to information fields.

Those limitations are:

- The Last Name is limited to 21 characters.
- The First Name is limited to 16 characters.
- The Mailing Address is limited to 28 characters.
- The City is limited to 21 characters.
 - **Note: The City must use alpha characters only (i.e., if you live in 29 Palms, you enter Twenty Nine Palms.**

ACCESS TO THE EXAM:

The Internet Application and Examination process is a self-paced process, and there is no time completion. For planning purposes, this application and examination process will take approximately half to one hour to complete.

If you are not familiar with the Internet, you may seek assistance on how to use the Internet.

The State Personnel Board recognizes that problems may occur with Internet systems while a candidate is in the middle of submitting application materials. Should you encounter computer problems while submitting your application materials, simply log back on with your userid and password and continue. In the event that you encounter problems with the Internet that you are unable to resolve, you may

1. CALL the SPB Service Center at (916) 653-1705 (option 5) during regular business hours 8:00 a.m. - 5:00 p.m., Monday - Friday) to receive instructions on how to continue.
2. SUBMIT a request for assistance, providing the following information:
 - The name of the Exam.
 - The date and time you began submitting your application materials on-line.
 - Your full name and the User I.D. you used for this application process.
 - Your mailing address, daytime telephone number, and e-mail address, if applicable.
 - The Web Browser and Internet Service you were using when the problem occurred.
 - The name and location of the Internet Provider you used to access the Internet.
 - A complete description of the problem that occurred.

Such requests may be submitted either in writing or by e-mail.

Written requests to re-submit application materials should be mailed to:

State Personnel Board, Service Center
801 Capitol Mall
Sacramento, CA 95814

E-mail requests to re-submit application materials should be sent via the Internet to spbexams@spb.ca.gov.

If you are a State of California Civil Service employee, please consult your departmental person before using State equipment and/or time to take this examination.

Misuse of any State computing system is a violation of Section 502 of the California Penal Code, applicable Federal law and is subject to prosecution. Taking this examination for practice or for reason not related to establishing list eligibility is considered a misuse of this computer system.

Providing false information on a State examination is a violation of State law and could result in individual being removed from an employment list and banned from future employment with the State. Applicants successful in this examination and called for a hiring interview will be required to bring documentation of all education and experience claimed on the examination questions.

EXAM RESULTS

Results of the examination will be available upon completion of your test. Please be patient as your test is scored and your results returned to you on the screen.

CONTACT INFORMATION

You are responsible for keeping your contact information up-to-date. If you do not respond to an invitation for a job interview, your name will be placed inactive on the eligible list and you will not be contacted for future interviews until you request that your name be restored. If you do not respond to any correspondence after three invitations to interview or three job offers, your name will be permanently removed from the list.

[You may update your contact information here.](https://exams.spb.ca.gov/exams/examdocs/itprocess.cfm) Choose "Change My Information" and the exam details. (Please note: These changes MUST be made through the Internet or in writing and cannot be made by phone through the Department or the State Personnel Board.)



Associate Governmental Program Analyst

Screen reader users: You may be required to change devices within your screen reader when conducting the examination session.

Login or Create an Account

[View the Associate Governmental Program Analyst Exam Questions](#)

To continue, you must login with your Online Application User I.D. and password. If you have not created an Onlir choose the link below. SPB has integrated your Online Application with the online exam system. Any user who wis schedule an exam using our web site must have an application on file.

[If you do not have a User I.D. and password, click here](#)

Online Examination Login
User I.D.: _____
Password: _____
<input type="button" value="LOGIN"/>

[Forgot your password?](#)

ALL QUESTIONS REGARDING THIS EXAMINATION MAY BE DIRECTED TO (916) 653-1502.